



Plr-AMDTA
5-4-02
Witcher #2

Patent/Docket No. 22171.304

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:
Kenneth McKenna et al.

Serial No.: 10/032,027

Filed: December 20, 2001

For: SYSTEM AND METHOD FOR PRESENTING
QUEUE LENGTHS OF VARIOUS MEDIA
USED BY SERVICE CENTERS

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Customer No. 000027683

Group Art Unit: 2661

Examiner: Unknown

#6/B
1.11.02
4.8.02

PRELIMINARY AMENDMENT

Commissioner of Patents and Trademarks
Washington, D.C. 20321

Dear Sir:

Prior to the initial examination of the above-identified application, please amend the application
as follows:

IN THE DRAWINGS:

On Figure 1, please add element 103 and delete the communication links as indicated on the
accompanying Sketch.

REMARKS

Element 103 is now drawn according to the specification which states "the plurality of
communications terminals 102 may communicate with the server request media server 104 through
network 103, which may be a public switch telephone network ("PSTN") or a global data network, such
as the Internet". (page 5, paragraph 8).

This preliminary amendment is submitted in the above-identified application prior to
examination to correct certain minor errors in the drawings. No new matter has been added as the
specification fully supports the additional element. A Request to Approve Drawing Changes is filed
herewith.

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